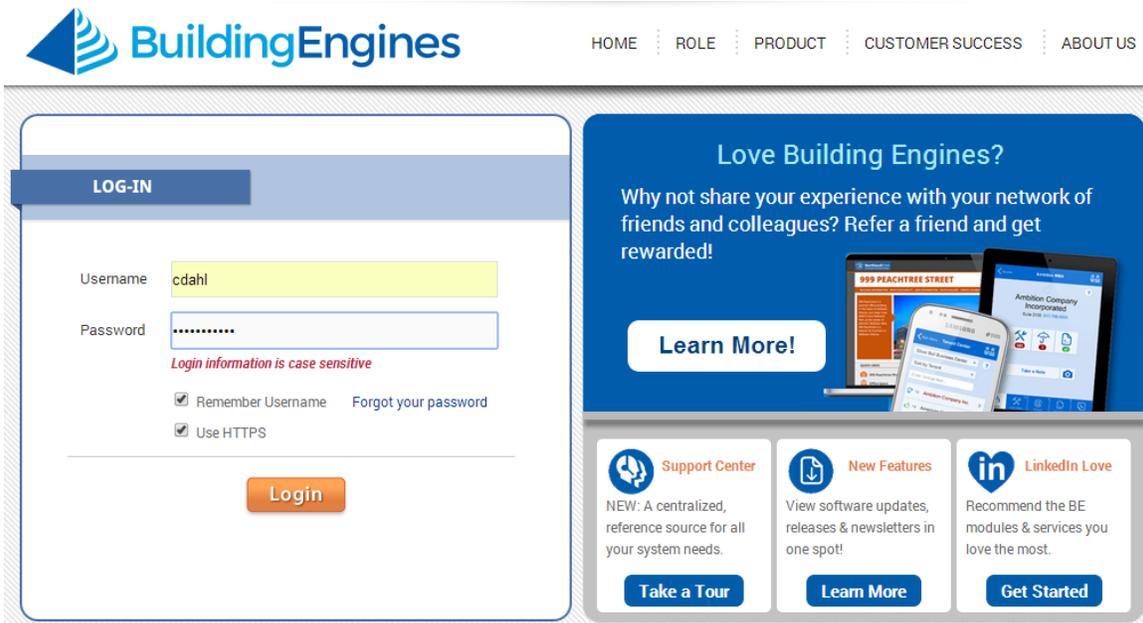


Tenant Guide – Admin User

Logging into Building Engines

Building Engines is a web-based suite of tools that links you to your Property Management team. The system can be accessed on most browsers (for example, Internet Explorer, Google Chrome, or Mozilla Firefox), and requires no additional software to download. It's as simple as logging into your favorite website.

To access Building Engines, navigate to www.buildingengines.com/login - and enter in your Username and Password (provided to you by a member of your property management staff):



The screenshot shows the BuildingEngines website's login interface. At the top left is the BuildingEngines logo. To the right is a navigation menu with links for HOME, ROLE, PRODUCT, CUSTOMER SUCCESS, and ABOUT US. The main content area is divided into two sections. On the left is a 'LOG-IN' form with a blue header. The form contains a 'Username' field with the text 'cdahl' and a 'Password' field with masked characters. Below the password field is a red warning message: 'Login information is case sensitive'. There are two checkboxes: 'Remember Username' (checked) and 'Use HTTPS' (checked). A 'Forgot your password' link is located to the right of the 'Remember Username' checkbox. At the bottom of the form is an orange 'Login' button. On the right is a promotional banner with a blue background. The banner has the heading 'Love Building Engines?' and the text 'Why not share your experience with your network of friends and colleagues? Refer a friend and get rewarded!'. Below this text is a 'Learn More!' button and an image of a smartphone and tablet displaying the app. Below the banner are three columns of links. The first column is 'Support Center' with a globe icon, a description: 'NEW: A centralized, reference source for all your system needs.', and a 'Take a Tour' button. The second column is 'New Features' with a document icon, a description: 'View software updates, releases & newsletters in one spot!', and a 'Learn More' button. The third column is 'LinkedIn Love' with the LinkedIn logo, a description: 'Recommend the BE modules & services you love the most.', and a 'Get Started' button.

If you are unsuccessful when attempting to log in, please remember that **usernames and passwords are CaSE SenSative**.

If you are still unsuccessful (after verifying that you are entering the information correctly), use the blue **Forgot your password** hyperlink to recover your login credentials. You may also contact your property manager or tenant coordinator to inquire about your account or recover your login credentials.

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Overview

The Tenant Administration functionality in Building Engines provides the Tenant Administrator with a set of tools to manage tenant specific operations.

Tenant Admins have the ability to:

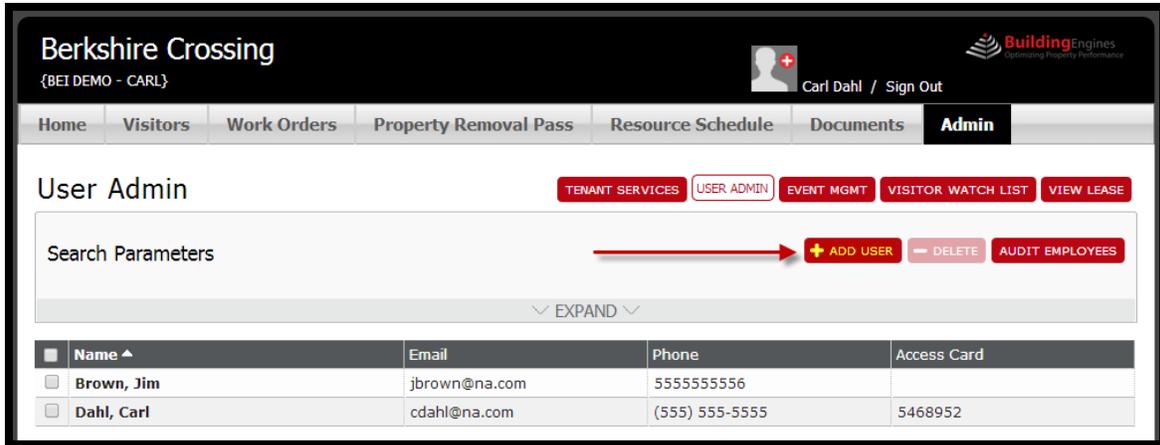
- Manage system users
- Reset passwords
- Keep unwelcomed guests from entering the premises
- Monitor resources that have left the building

Creating a User Account

1. Click **Admin**:

The screenshot displays the Building Engines Tenant Administration interface for Berkshire Crossing. The top navigation bar includes tabs for Home, Visitors, Work Orders, Property Removal Pass, Resource Schedule, Documents, and Admin. The Admin tab is highlighted in yellow, and a red arrow points to it from the right. The main content area is divided into three sections: Info, Visitors, and Work Orders. The Info section shows a photo of the building and its address: 896 Roland Circle, Boston MA 02455, BEI Technologies. The Visitors section has a form for adding a visitor, with fields for Name, Contact, Floor / Suite, Date, and Time. The Work Orders section has a Quick List of tasks and a Visitor Access section. The user profile for Carl Dahl is visible in the top right corner.

2. Click **Add User**:



3. Enter in the new user information.

4. Select the modules that the new user can access.

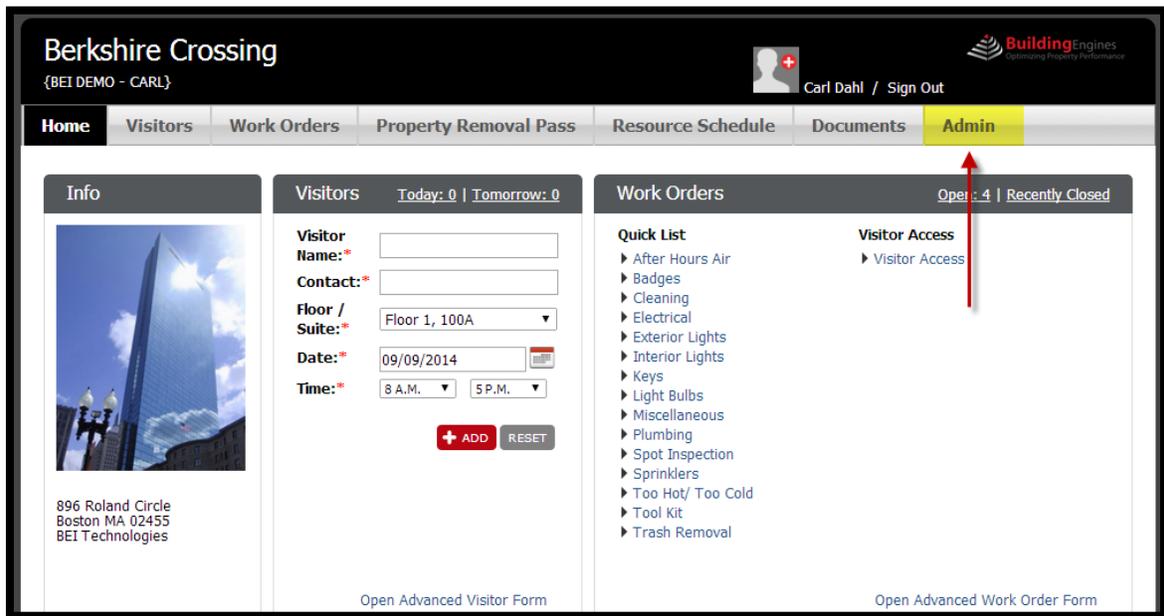
5. Choose the Username scheme (Email Address or First Initial + Last Name).

6. Click the Send Welcome Email:

7. Click **+ADD**.

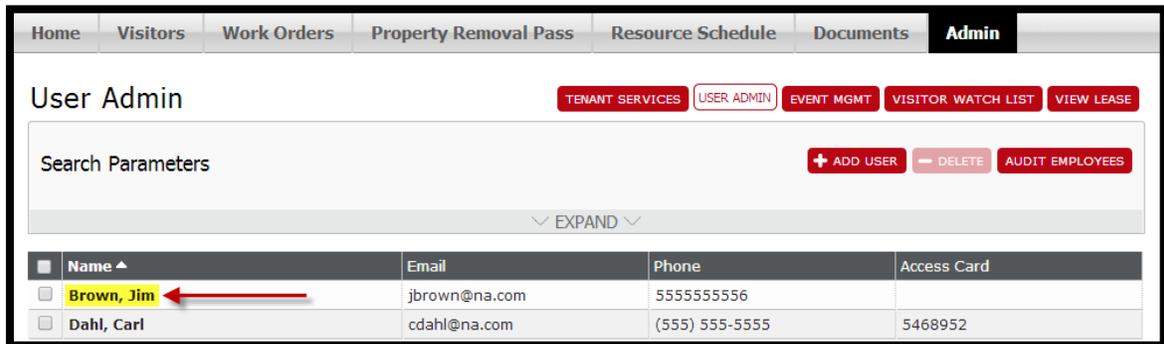
Editing a User Account

1. Click **Admin**:



The screenshot shows the Berkshire Crossing user interface. The top navigation bar includes 'Home', 'Visitors', 'Work Orders', 'Property Removal Pass', 'Resource Schedule', 'Documents', and 'Admin'. The 'Admin' menu item is highlighted in yellow, with a red arrow pointing to it. Below the navigation bar, there are three main sections: 'Info' (with a photo of a building and address: 896 Roland Circle, Boston MA 02455, BEI Technologies), 'Visitors' (with fields for Visitor Name, Contact, Floor / Suite, Date, and Time, and buttons for '+ ADD' and 'RESET'), and 'Work Orders' (with a 'Quick List' of tasks and a 'Visitor Access' section). The 'Admin' menu is located in the top right corner of the main content area.

2. Click on a user's name:



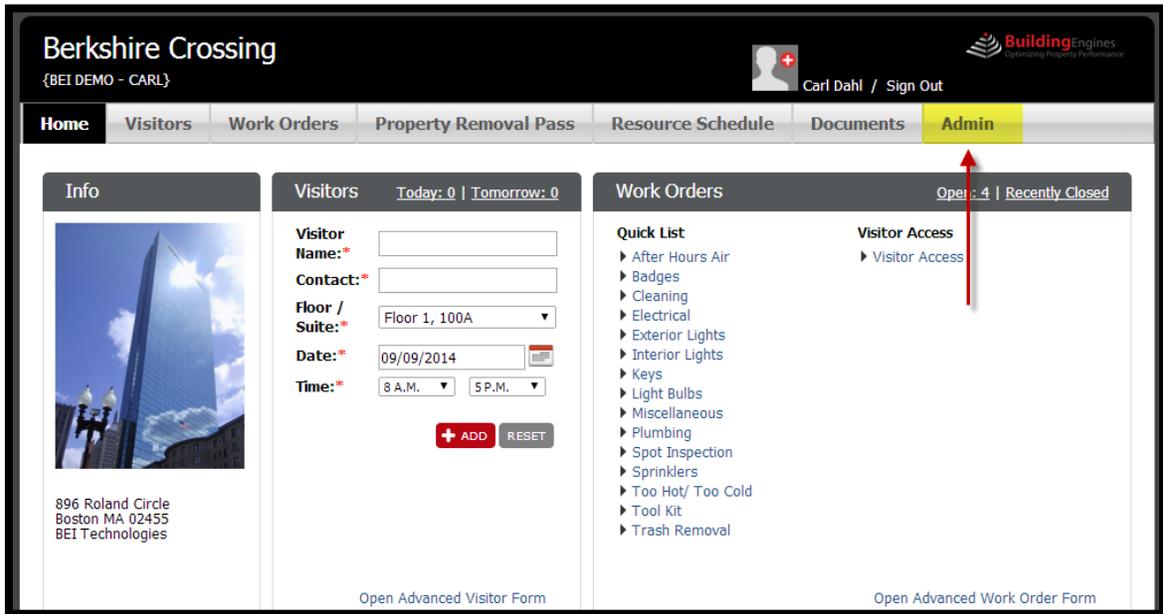
The screenshot shows the 'User Admin' interface. The top navigation bar includes 'Home', 'Visitors', 'Work Orders', 'Property Removal Pass', 'Resource Schedule', 'Documents', and 'Admin'. The 'Admin' menu item is highlighted in black. Below the navigation bar, there are several tabs: 'TENANT SERVICES', 'USER ADMIN', 'EVENT MGMT', 'VISITOR WATCH LIST', and 'VIEW LEASE'. The 'USER ADMIN' tab is selected. Below the tabs, there is a 'Search Parameters' section with buttons for '+ ADD USER', '- DELETE', and 'AUDIT EMPLOYEES'. Below the search parameters, there is an 'EXPAND' dropdown menu. Below the dropdown menu, there is a table with columns for 'Name', 'Email', 'Phone', and 'Access Card'. The table contains two rows: 'Brown, Jim' and 'Dahl, Carl'. The 'Brown, Jim' row is highlighted in yellow, with a red arrow pointing to it.

Name	Email	Phone	Access Card
Brown, Jim	jbrown@na.com	5555555556	
Dahl, Carl	cdahl@na.com	(555) 555-5555	5468952

3. Make the appropriate updates to his or her account information.
4. Click **UPDATE**.

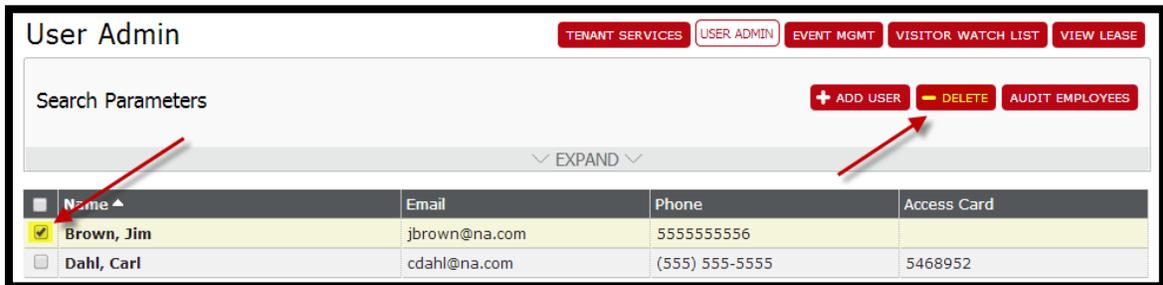
Deleting a User Account

1. Click **Admin**:



The screenshot shows the Berkshire Crossing user interface. The top navigation bar includes 'Home', 'Visitors', 'Work Orders', 'Property Removal Pass', 'Resource Schedule', 'Documents', and 'Admin'. The 'Admin' menu item is highlighted in yellow. A red arrow points to the 'Admin' menu item. Below the navigation bar, there are three main sections: 'Info' (with a photo of a building and address: 896 Roland Circle, Boston MA 02455, BEI Technologies), 'Visitors' (with fields for Visitor Name, Contact, Floor / Suite, Date, and Time, and buttons for '+ ADD' and 'RESET'), and 'Work Orders' (with a 'Quick List' of tasks and a 'Visitor Access' section). A red arrow also points to the 'Visitor Access' section.

2. Check the box next to the user's name:



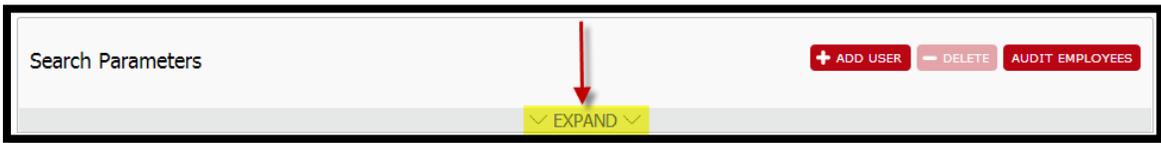
The screenshot shows the 'User Admin' interface. At the top, there are navigation tabs: 'TENANT SERVICES', 'USER ADMIN', 'EVENT MGMT', 'VISITOR WATCH LIST', and 'VIEW LEASE'. Below these are buttons for '+ ADD USER', '- DELETE', and 'AUDIT EMPLOYEES'. A search bar labeled 'Search Parameters' is present. Below the search bar is an 'EXPAND' dropdown. A table lists users with columns for Name, Email, Phone, and Access Card. The first row, 'Brown, Jim', is highlighted in yellow and has a checked checkbox in the Name column. A red arrow points to the 'DELETE' button. Another red arrow points to the checkbox next to 'Brown, Jim'.

<input type="checkbox"/>	Name ▲	Email	Phone	Access Card
<input checked="" type="checkbox"/>	Brown, Jim	jbrown@na.com	5555555556	
<input type="checkbox"/>	Dahl, Carl	cdahl@na.com	(555) 555-5555	5468952

3. Click **Delete**.

Searching for a User Account

1. Click **Admin**.
2. Click the **EXPAND** bar and enter in a user's last name or email address:



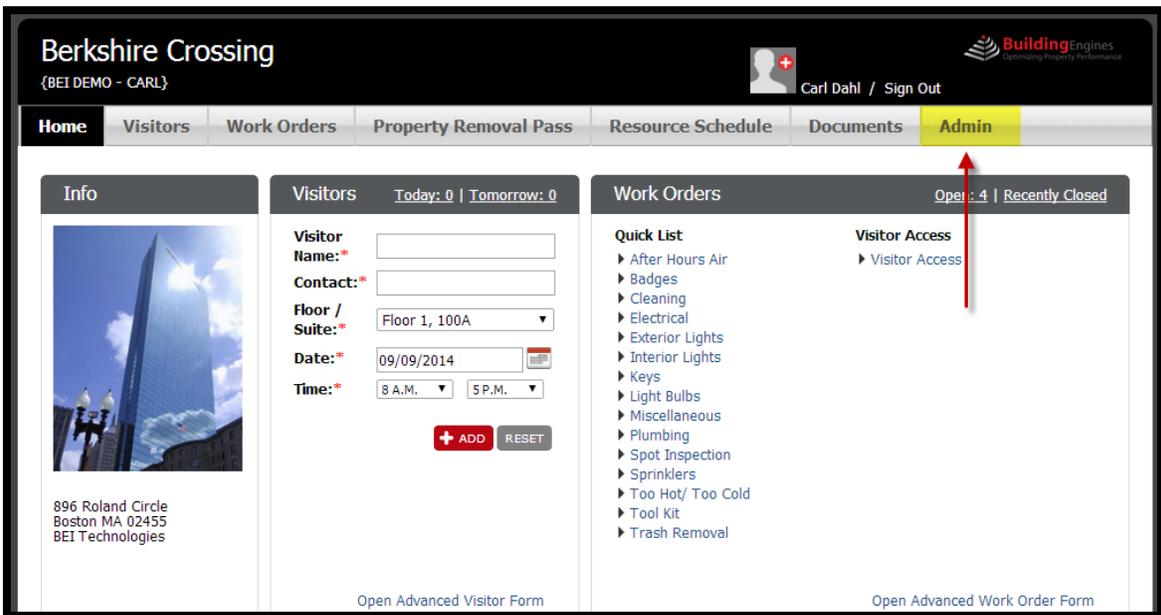
Search Parameters + ADD USER - DELETE AUDIT EMPLOYEES

EXPAND

3. Click **Search**.

Resetting a User Password

1. Click **Admin**:



Berkshire Crossing
{BEI DEMO - CARL}

Carl Dahl / Sign Out

Home Visitors Work Orders Property Removal Pass Resource Schedule Documents **Admin**

Info: 896 Roland Circle, Boston MA 02455, BEI Technologies

Visitors: Today: 0 | Tomorrow: 0

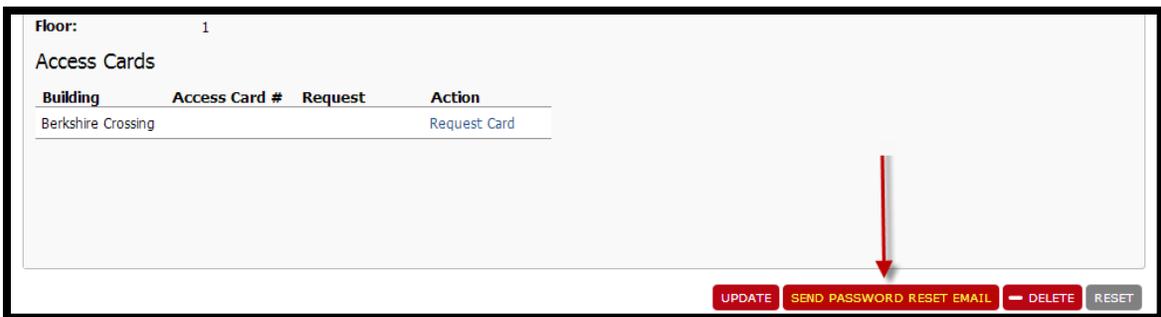
Work Orders: Open: 4 | Recently Closed

Quick List: After Hours Air, Badges, Cleaning, Electrical, Exterior Lights, Interior Lights, Keys, Light Bulbs, Miscellaneous, Plumbing, Spot Inspection, Sprinklers, Too Hot/ Too Cold, Tool Kit, Trash Removal

Visitor Access: Visitor Access

Buttons: + ADD, RESET, UPDATE, SEND PASSWORD RESET EMAIL, - DELETE, RESET

2. Select a user from the list
3. Click **SEND PASSWORD RESET EMAIL**:



Floor: 1

Access Cards

Building	Access Card #	Request	Action
Berkshire Crossing			Request Card

Buttons: UPDATE, SEND PASSWORD RESET EMAIL, - DELETE, RESET

Additional Functionality

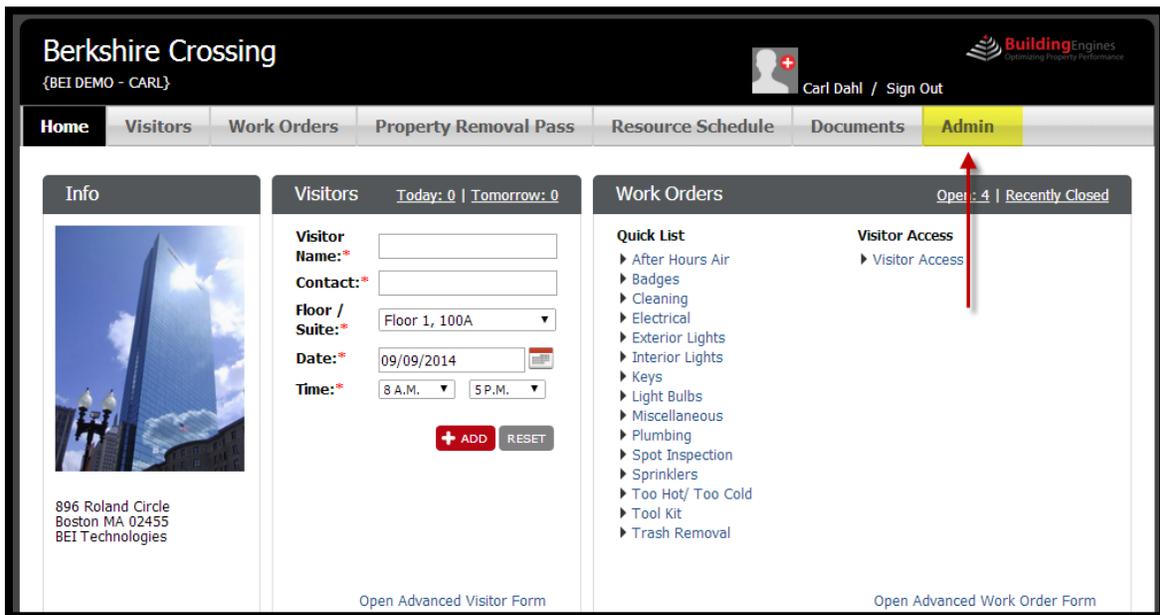
Please note that not all functionality in this section will apply to all Tenant Admins. The **Visitor Watch List** and **Property Removal Pass** buttons will only function if the corresponding module is being utilized by your Property Management team.

Visitor Watch List

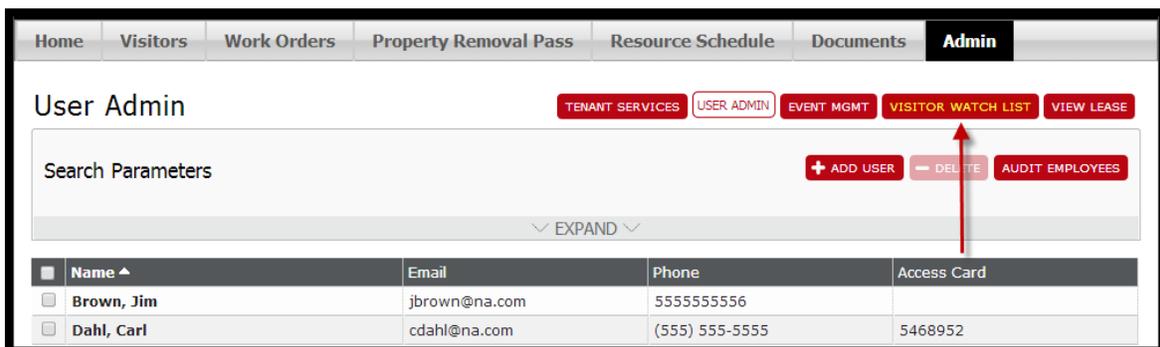
The Visitor Watch is designed to give Tenant Admins a way to keep unwelcome visitors from entering the building. If a person on this list attempts to check in the system will alert guards to prevent entrance.

Adding a Person to the Visitor Watch List

1. Click **Admin**:



2. Click **Visitor Watch List**:



3. Click **Add Watch List User**.

4. Enter in the watched person's information:

- a. Note: Please provide a detailed description and/or picture. This will ensure the right person is barred from entering the building.

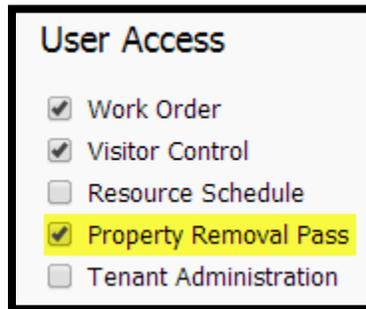
The screenshot shows a web application interface for 'Berkshire Crossing' (BEI DEMO - CARL). The user is logged in as 'Carl Dahl / Sign Out'. The navigation menu includes Home, Visitors, Work Orders, Property Removal Pass, Resource Schedule, Documents, and Admin. The main content area is titled 'New Watched Person' and contains a form with two columns: 'Contact Information' and 'Current Photo'. The 'Contact Information' column has fields for Title, First Name, Last Name, Address, City/State/Zip, Reason, and Description. The 'Current Photo' column shows 'No current photo'. There is an 'Upload Photo' section with a 'Choose File' button and 'No file chosen' text. A 'BACK TO USER LIST' button is in the top right of the form area. At the bottom right of the form are '+ ADD' and 'RESET' buttons. The footer includes the BuildingEngines logo and 'Copyright © 2000-2014'.

5. Click **+ADD**.

Property Removal Pass

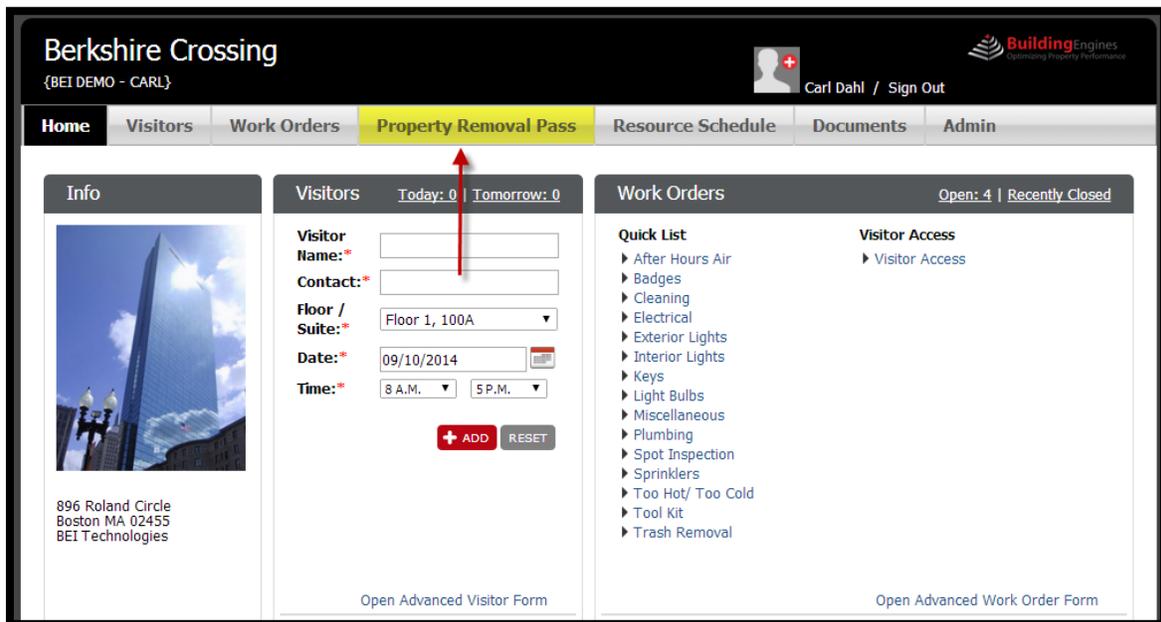
For buildings with secure lobbies and standard procedures for property removal, Tenant Admins are able to control the authorization for property that is leaving the building through the Property Removal Pass module.

*To grant access to a tenant employee select the **Property Removal Pass** access box within their user record.



Submitting a Property Pass Request

1. Navigate to **Property Removal Pass**:



2. Click **Add New Pass**.

3. Provide the name and contact information for the requestor (if other than tenant), as well as a complete description of the property to be removed from the building:

New Property Removal Pass RETURN TO PROPERTY REMOVAL PASS LIST

Requested By	Property Info
First Name: * Carl	Property Desc.: * Laptop Projector Wireless Network Card
Last Name: * Dahl	Additional Information: For an offsite client presentation
Email: * cdahl@na.com	
Company: * BEI Technologies	
Expires on: * 10/10/2014	
Removed From	
Floor / Suite: * Floor 1, 100A	
Location: Storage Closet	

+ SAVE RESET

4. Click **Save**. The request is then routed to the Tenant Admin for approval.
- a. Note: If you are the Tenant Admin, your pass will automatically be approved.

Tenant Admin Approves or Denies Request

1. The Tenant Admin receives a notification via email that a property removal pass request has been received.
2. The Tenant Admin may "quick approve" the request through a link included in the email notification, or may log into the tenant portal to view the full request.
3. The Tenant Admin reviews the details of the request and chooses to deny or approve the requestor by clicking the action button and updating the status:

The screenshot displays the 'Berkshire Crossing' tenant portal interface. At the top, the user is identified as 'Carl Dahl / Sign Out'. The main navigation bar includes 'Home', 'Visitors', 'Work Orders', 'Property Removal Pass', 'Resource Schedule', 'Documents', and 'Admin'. The 'Property Removal Pass' section is active, showing a search bar and buttons for '+ ADD NEW PASS' and 'PRINT RESULTS'. Below this is a table with columns for 'Requestor', 'Details', 'Expires', and 'Actions'. A single row is visible for 'Jim Brown'. A 'Change Status' modal is open over the table, with 'Approved' selected in the status dropdown and '10/10/2014' in the 'Expires on' date field. A red arrow points to the 'Actions' column of the table.

Requestor	Details	Expires	Actions
Jim Brown	La		

4. Click **SAVE**.

Tenant Receives Approved or Denied Request

1. Once the request has been approved, the tenant employee or guest requestor receives an email notification.
2. The tenant employee accesses the approved property removal pass through the tenant portal, and prints a hard copy of the pass to present at the guard station upon exit:



PROPERTY REMOVAL PASS

PASS ID	#230438282	REQUESTOR INFO	
BUILDING	Commercial Street Corporate	COMPANY	ABC Investments
TENANT	ABC Investments	NAME	Louisa Books

DESCRIPTION OF ITEMS BEING REMOVED

Box of files
2 Binders of Documents

Authorized by Dan Ableman on Jun 06, 2014 10:34 AM FOR USE BY JUL 06, 2014

SECURITY OFFICER USE ONLY

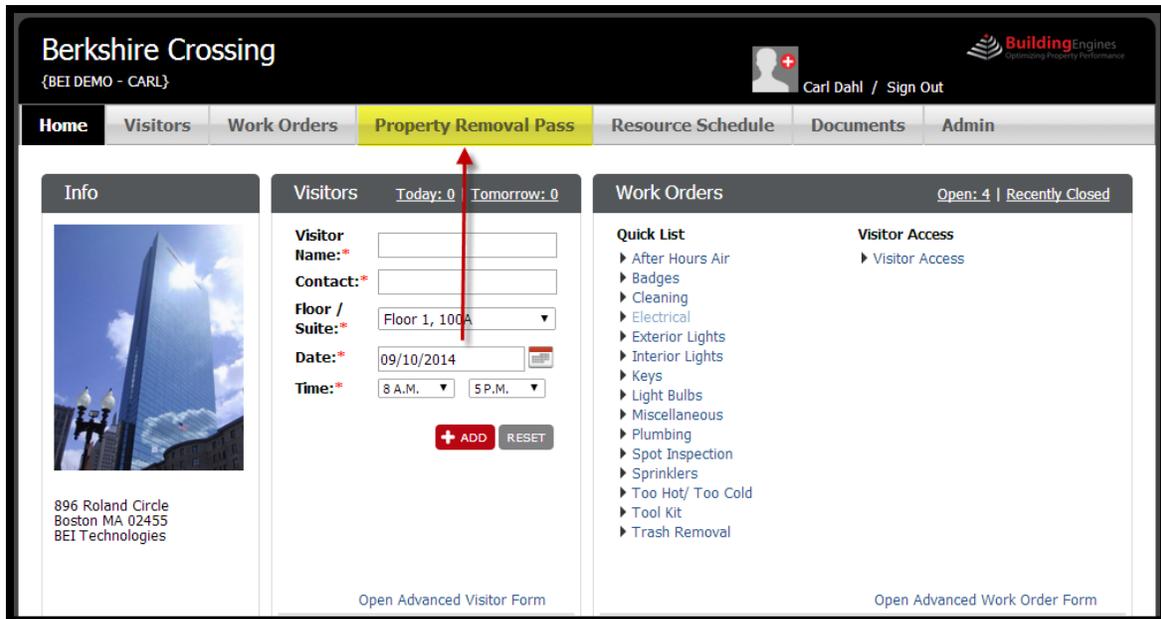
Received by (Print name) _____
Signature _____ Date _____

 **BuildingEngines**
Optimizing Property Performance

Reviewing Property Pass History

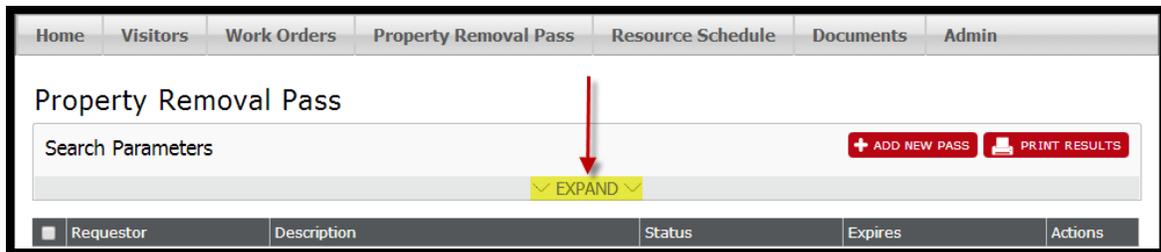
Upon property exit (or during the property removal pass request process), Tenant Admins are able to view the details of a request, from submission to approval to exit.

1. Navigate to **Property Removal Pass**:



The screenshot shows the 'Berkshire Crossing' dashboard for user 'Carl Dahl'. The 'Property Removal Pass' tab is selected. The dashboard includes sections for 'Info' (property address: 896 Roland Circle, Boston MA 02455), 'Visitors' (Today: 0, Tomorrow: 0), and 'Work Orders' (Open: 4 | Recently Closed). A red arrow points to the 'Property Removal Pass' tab in the navigation bar.

2. Click **EXPAND**:



The screenshot shows the 'Property Removal Pass' search interface. It includes a search bar, 'ADD NEW PASS' and 'PRINT RESULTS' buttons, and an 'EXPAND' button. A red arrow points to the 'EXPAND' button. Below the search bar is a table with columns: Requestor, Description, Status, Expires, and Actions.

3. Enter in the search criteria.

4. Click **Search**.